

Premier Blue - Access Option



Premier Blue assumes the role of resolving organizational problems that interfere with exercising your stated rights and responsibilities.

Member Rights & Responsibilities

Your Rights

- You have the **right** to considerate and courteous care, with respect for personal privacy and dignity.
- You have the **right** and are encouraged to select your own personal primary care physician (PCP) from the list of contracting PCPs of Premier Blue. However, if your first selection is not satisfactory, you have the right to choose a different PCP.
- You have the **right** to participate in the health care process with the professionals who can help you take charge of your health.
- You have the **right** to receive enough information to enable you to make a thoughtful decision before you receive any recommended treatment.
- You have the **right** to refuse to participate in experimental research.
- You have the **right** to be informed of your diagnosis and treatment plan in terms that you understand and to participate in decisions involving your medical care.
- You have the **right** to reasonable access to appropriate medical services.
- You have the **right** to a candid discussion of appropriate or medically necessary treatment options for your condition, regardless of cost or benefit coverage. You have the right to receive the benefits of your Premier Blue Access Option membership and to be informed of available services, as well as where, when and how you can obtain these services.
- You have the **right** to receive

Your Responsibilities

- You have the **responsibility** to treat all Premier Blue personnel respectfully and courteously as partners in good health care.
- You have the **responsibility** to communicate openly with your doctor. You also have the responsibility to develop a doctor-patient relationship based on trust and cooperation, so your doctor can develop a better understanding of your needs.
- You have the primary **responsibility** to maintain your health and prevent illness. By using the information Premier Blue provides, and by making positive health choices and seeking appropriate care when it is needed, you will be taking charge of your health.
- You have the **responsibility** to ask questions and make certain that you understand the explanations and instructions you are given.
- You have the **responsibility** to advise your physician and/or Premier Blue when any experimental treatment is being recommended against your wishes.
- You have the **responsibility** to consider the potential consequences if you refuse to comply with treatment plans or recommendations.
- You have the **responsibility** to keep scheduled appointments or to give adequate notice of delay or cancellations and to notify Premier Blue if you are unable to access appropriate medical services.
- You have the **responsibility** to read

assistance when language barriers exist between you or a member of your family and a provider of approved services.

- You have the **right** for your medical records to be kept confidential except when disclosure is required by law or by Premier Blue. With adequate notice, you have the right to review your medical record with your doctor.
 - You have the **right** to express a complaint and to receive an answer to the complaint within a reasonable period of time.
- all Premier Blue Access Option materials carefully and immediately upon your enrollment and to ask questions when necessary. You have the responsibility to follow the rules of your Premier Blue membership.
- You have the **responsibility** to advise your physician and/or Premier Blue when you require assistance, to allow for adequate communication between you or your family member and a provider. Premier Blue will assist in making the appropriate arrangements.
 - You have the **responsibility** to help maintain accurate and current medical records by being honest and complete when providing information to your health professionals.
 - You have the **responsibility** to express your opinions, concerns or complaints in a constructive manner to the appropriate people at Premier Blue.

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